

Domestic Workers in Pune City

An attempt to document the Socio-Economic conditions of Domestic Workers in Pune City

To understand the financial and social dynamics of the Domestic Workers Sector, DST undertook a study reaching out to 560 domestic workers across Pune city.

Development Support Team, Pune
01-Mar-18

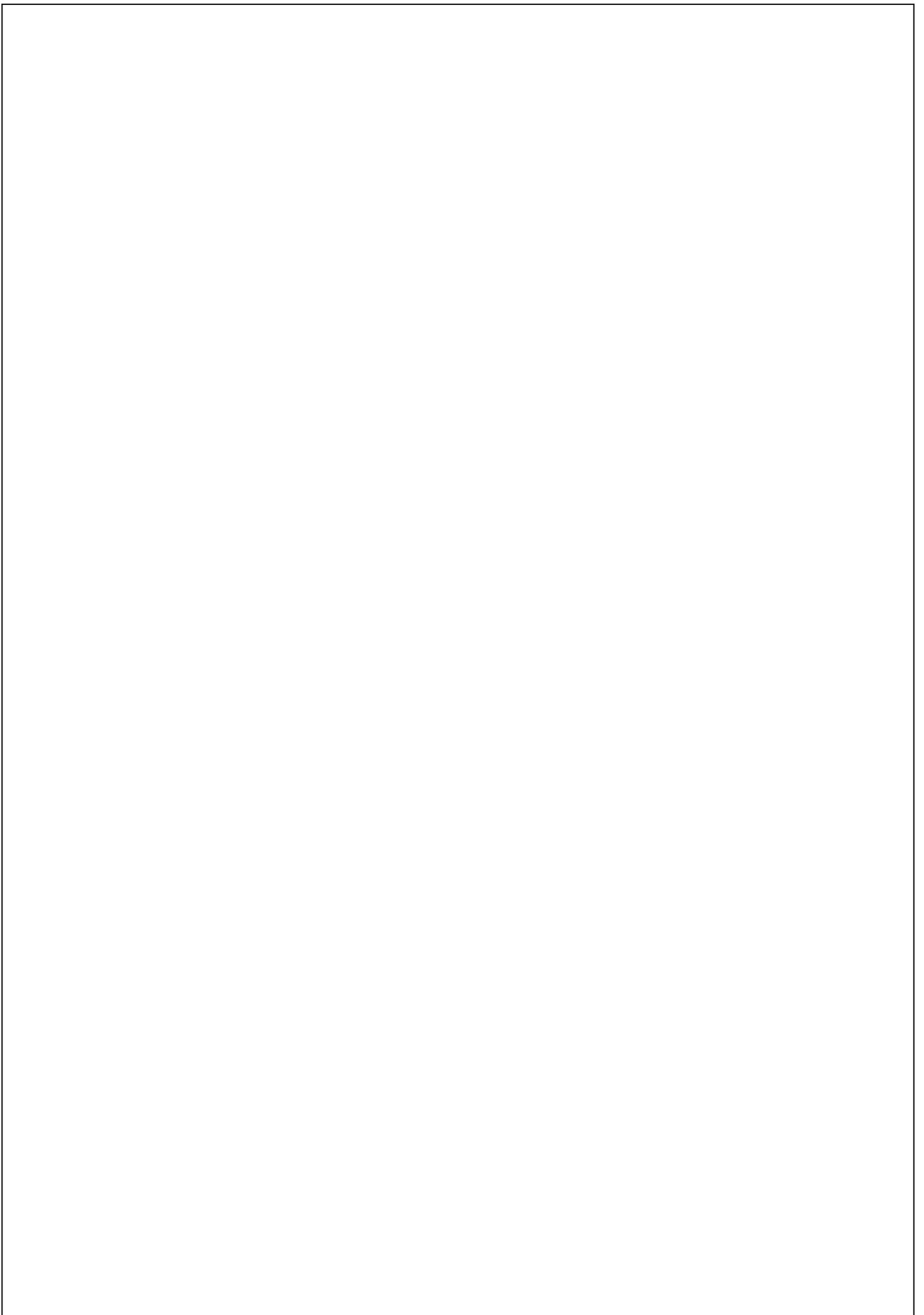


Table of Contents

Abstract	4
1. Situational Context	5
2. Definitions	6
3. Development Support Team	7
4. Objectives of the study	8
5. Research Methodology and Sample	8
6. Review of literature	9
7. Findings and Analysis.....	10
General Demographics	10
Nature of Domestic work and Role of Domestic Workers.....	15
Wages and increments	15
Working Conditions	17
8. Conclusions	21
9. Way Forward	21
10. References.....	22

Abstract

Pune is one of the fastest-growing cities in the Asian-Pacific coupled with a growth in the IT sector and industrialization has led to development of new lifestyles among the urban and upwardly mobile middle class. Domestic workers provide essential services that enable others to work outside the home, thus facilitating the functioning of labour market and the economy. Domestic service is a growing informal sector activity, largely occupied by women who are a vulnerable sector due to rising cost of living and job insecurity. With employment opportunities for domestic services on the rise, domestic work is one of the largest sectors of work in urban areas which has seen a phenomenal growth and dependency in the number and proportion of women in paid domestic service over the last few decades.

Development Support Team (DST), a Pune based NGO, has been working towards strengthening the organisational structure of the weaker sections of the society with a special focus on women for over three decades. With the ideology of *people's participation in self development and moving on to sustainable development of the community at large*, DST has been working towards the Socio-Economic empowerment of Women in Maharashtra through the Self Help Group model. Equipped women with skills for livelihood and financial literacy, increased awareness on social issues with a current focus on Digital Empowerment! This has led to enhancement of women's self confidence, equipped them to address social issues and deal with authority, actively participate in decision making processes both at the family and community level.

In its pursuit to understand the financial and social dynamics of the Domestic Workers Sector, DST undertook a study reaching out to 560 domestic workers who are all SHG members, across Pune city.

The findings and analysis of the report indicate:

- a preference to domestic workers jobs which align with her primary caring and domestic roles and the job does not require any "special skills"
- a mix of Full time and Part time domestic workers with 47.42% work full time (8 hours or more) and 52.58% part-time worker
- 80% respondents seek jobs in their own vicinity, closer to home
- 51%, engaged in Cleaning jobs, 40% Cooking and only 9% care for senior citizens or children
- wages and the working conditions are reported satisfactory by 95% of the respondents
- 85% said that there is no specific need for training for enhancement of skills which would lead to an increase in income. Employers provide need based hands-on training e.g. using of washing machine, dryers, microwave and food processors
- majority of them have shared that they have a good relationship with their employers and are not keen to seek alternative employment
- 98% respondents reported lack of awareness about the benefits/advantages of regulatory framework

1. Situational Context

Why women fit so well in the domestic, caring and hospitality work?

Going back into the history of the inherited family skills which go hand in hand with the choice of work “weavers, tailors, dais (mid-wife), barbers, goldsmith, iron smiths” which are also gender biased, in the socially defined roles of men and women in our social structures. Women have taken on the primary roles of rearing and caring in the family and when necessary to work “outside” the domestic domain. Women fit into similar roles as the entry does not require any “special skills”.

Domestic work which is parttime and informal outside her own house is like an extension of her own housework, which she takes up to supplement her family with an additional financial income.

Does the impact of her work outside her domestic domain hinder or allows her to complement her caring and rearing roles at home?

There are several arguments for and against this hypothesis based on gender equality and financial equality, but the majority of studies on the women’s informal sector indicate women’s preference to jobs which align with her primary care giver and domestic roles.

Women domestic workers are a constantly growing section of workers in the informal sector of urban India. Most of them have low level of education and they come from poor economic background. As the employment opportunities and basic infrastructure facilities are much better than towns or villages, more and more people get attracted to urban areas in general and cosmopolitan cities in particular. As a result, the urban population has increased /grown tremendously in last decade and it will continue in future also.

Pune is one of the fastest-growing cities in the Asian-Pacific and between 1991 and 2001, the city grew by 40%, increasing from 1.6 million to 2.5 million. The decadal growth rate of Pune for the last 40 years has been at least 40% and it's estimated that population will hit 5.6 million by 2031 if this trend continues. Pune's 2018 population is now estimated at 6,192,000. These population estimates and projections come from the latest revision of the UN World Urbanization Prospects. These estimates represent the Urban agglomeration of Pune, which typically includes Pune's population in addition to adjacent suburban areas. (<http://worldpopulationreview.com/world-cities/pune-population/>)

Domestic workers provide essential services that enable others to work outside the home, thus facilitating the functioning of labour market and the economy. Domestic service is a growing informal sector activity, largely occupied by women who are a vulnerable sector due to rising cost of living and job insecurity. Women from certain areas or regions with specific socio-economic backgrounds are found to be concentrated in this occupation.

Despite this big demand and high dependency on domestic help it remains unregulated and unprotected by laws. Lack of proper legislations and legal support has put these women domestic workers into more vulnerable condition.

2. Definitions

Domestic work is difficult to define. This is not only because domestic workers are not a homogenous group, but also because of the nature of domestic work itself (ILO 2013). Definitions are usually unable to capture the multiplicity of tasks performed, the place or even the duration for which the work is performed, especially when seen from the perspective of the worker

- Under the ILO Convention 189, a domestic worker is “any person engaged in domestic work within an employment relationship”.⁽⁴⁾
- Examples of domestic work definitions from the Indian Acts and Bills are as follows: “domestic work” means household work like sweeping, cleaning utensils, washing clothes, cooking and such other manual work as is mutually agreed between the employer and domestic worker carried out at the work place (**Maharashtra Domestic Workers Welfare Board Act No 1 of 2009**)⁽³⁾
- The Draft National Policy on Domestic Workers as recommended by the Taskforce on Domestic Workers provides a definition of a domestic worker as: “For the purpose of this policy, the “domestic worker” means, a person who is employed for remuneration whether in cash or kind, in any household through any agency or directly, either on a temporary or permanent, part time or full time basis to do the household work, but does not include any member of the family of an employer⁽¹⁰⁾

3. Development Support Team

Development Support Team, Pune (DST) over the past two decades has worked towards Socio-Economic Empowerment of Women through various training modules, exposure visits and the promotion and strengthening of a community-based community owned institutions – Self Help Groups (SHGs) and Federations. The focus has been on working towards Financial Inclusion, Financial Planning and Financial Literacy of the women so as to enable them to access Formal Financial services that include safe savings and credit options and insurance. DST has worked on creating awareness on various social issues, gender equality, continuing girls' education, women's health, diminishing sex ratio, domestic violence acts, etc through expert resource persons and various exposure visits.

DST has promoted over 600 SHGs with a membership of 10,000 women in Pune and worked with a network of 10 CBOs (Community Based Organisations) in Rural Maharashtra with an outreach of over 20,000 women. The SHG-Federation model has enabled the doorstep access to safe savings and credit. Financial Literacy has equipped them to assess and identify risks in the various products and loans provided by various MFIs (MicroFinance Institutions) and Fly by Night agents and chose the best options. Collectivisation of women has led to equipping them to address social issues at the community level.

DST's current focus has moved to engaging with the local communities on addressing social issues, changing environment of MicroFinance and Digital Empowerment.

4. Objectives of the study

In DST's operational areas a majority of the women are engaged as domestic workers in urban areas of Pune and Pimpri- Chinchwad. Current situation is largely bilateral – employer and employee with no formal norms on either side but a mutually agreed upon terms and conditions. This study is an attempt to document the role of domestic workers, their conditions at work, wages and a need for legal framework as shared by the women.

DST has conducted a pilot study of 500+ domestic workers through individual interviews and Focus Group Discussions with the following objectives:

1. to understand 'domestic work' and the role of 'domestic workers'
2. to document the socio-economic conditions of domestic workers
3. to identify exploitative conditions at work if any
4. to identify the current skill set of the domestic workers and need for training for income enhancement
5. to identify the need for formal/informal regulation in relation to job security, fare wages, etc

5. Research Methodology and Sample

The research methodology adopted was a participative and an interactive one with the domestic workers. The team who conducted the study is a mix of experts from social work and community development, education and computer science with a field level team comprising the Community Workers who have played an active role in data collection.

A series of discussions were held to define the objectives of the study, devise a data collection form which was rolled out as a pilot. The initial forms collected were reviewed and revised with the field staff and after an orientation the data collection processes were rolled out. The team also conducted Focus Group discussions in the field to collect qualitative feedback with a special focus on:

- nature of job
- wages, bonus and time off
- employer-employee relationship
- identify training needs, if any, for income enhancement.

DST's urban operational areas of Pune and Pimpri Chinchwad were identified for the study and thus a majority of the respondents are SHG members. This included Sangvi, Dapodi, Pimpri, Kalewadi and Khadki from Pimpri Chinchwad and Yerwada, Karvenagar, Aundh and Kalyani Nagar from Pune City.

The sample for this study includes both full time and part time workers and **doesnot** include live-in workers. We have categorized the domestic workers, based on the hours of work and nature of employment relationship:

- a) Part-time worker i.e. worker who works for one or more employers for a **less than or equal to six hours per day**.
- b) Full-time worker i.e. worker who works for a single or more employer every day for a **more than six hours** (normal full day work) and who returns back to her home every day after work.

6. Review of literature

Domestic work is an important economic activity. Due to the particular nature of work and mainly women are involved this work, it has been neglected by society, NGOs and legislation. Very few NGOs are actually working on the issues of domestic workers and Molkarin Sanghtana is one of them. There are Molkarin Sanghtanas across 14 cities in Maharashtra. As a result of years of hard work put in by activists and Sanghtana members Maharashtra passed the Domestic Worker Act 2008 that finally recognized 'domestic help' as a worker. (Hindu 2013 article 482)

Over the last few years, studies on domestic work in India have noted the increase in the numbers of migrant female domestic workers in the cities. They have also observed that domestic work is highly informal in its organisation and highlighted the vulnerabilities of domestic workers who belong to the poorer and uneducated sections of society. These studies also note that women from marginalised castes form a substantive group of domestic workers (Kaur 2006; Neetha 2004 and 2008).

Domestic workers, in particular women domestic workers, are a constantly growing section of workers in the informal sector of urban India. The last three decades have seen a sharp increase in their numbers, especially in contrast to male domestic workers (Neetha 2004). Research has shown that till 2000, the urban workforce participation of women in India has been lower than those of rural women. Marginal increases were observed in 2000-04 (Rustagi 2009). In 2004, the figure of national urban female workforce participation reached an all-time high of 16 percent. The women domestic workers in India are the unorganized group who strived to make their living without any life security and are in the vital situations in their social life. Over the last few years, studies on domestic life security in India have noted the increase in the numbers of migrant female domestic workers in the cities. The most frequent problems of domestic workers are long working hours, little or no wages, poor food, no weekly leave, blame for damage or loss of articles - fines and possible criminal charges.

With reference to skill training, although there have been several domestic worker organisations that have focused on skill development as part of their engagement with domestic workers, this issue has not animated the mobilisations of domestic worker groups across the board.

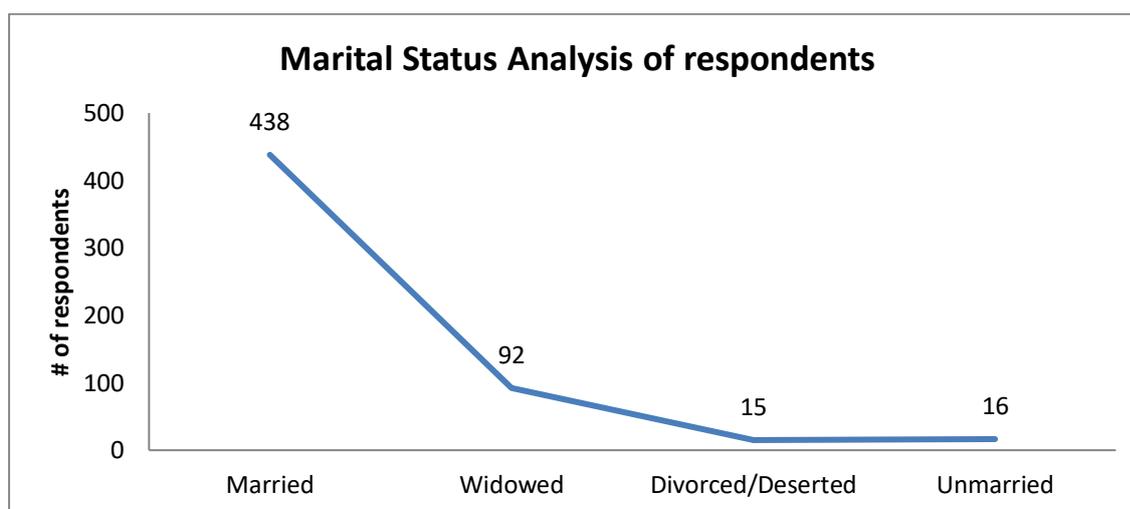
Anita Juneja of DGKS argues that "skills development for domestic workers is important and necessary. Most domestic workers are migrants and they are unable to operate electrical gadgets or make good food. Skills training will help them in boosting their confidence and in turn they will be able to demand better wages" .

7. Findings and Analysis

General Demographics Socio-Economic Conditions

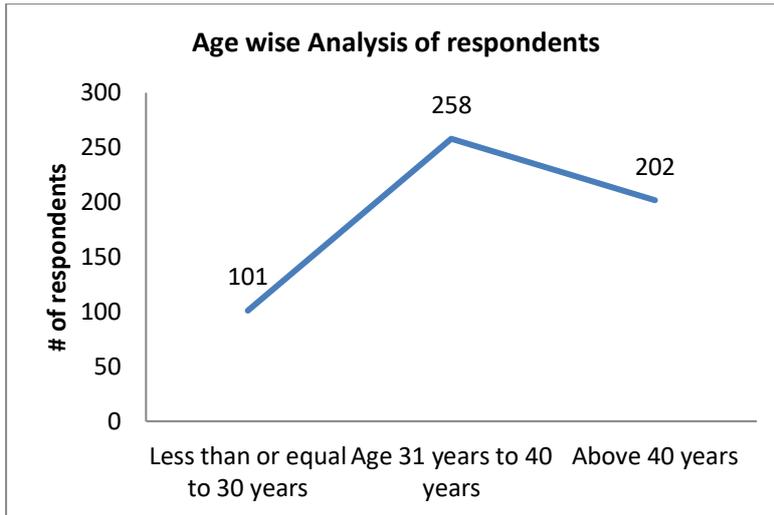
Age and Marital Status

Reshma, a widow, who is in her early sixties continues to work full time as a housemaid cleaning utensils and earns about Rs. 3,000 as she has no immediate family to take care of her. In Yerwada, three other women in their late sixties work part time in nearby households and additionally clean utensils for 7-8 hours at a local marriage hall and get paid Rs. 250 per day. All these women donot have any financial support from their families and thus continue to work for sustenance.



Neetha makes the argument that both the age and marital status of domestic workers are indicative of two things: “the naturalization of housework in a woman’s work by marriage and role as a primary care giver” and that “it is older women (for whom possibly other employment opportunities are few) who take up domestic work” which is indicative in the data. This statement was also endorsed by a number of women across all ages and areas during focus group discussions.

Out of the 561 women, majority are below the age of 40 years. The data indicates 5% respondents who are above sixty continue to work for self sustenance.

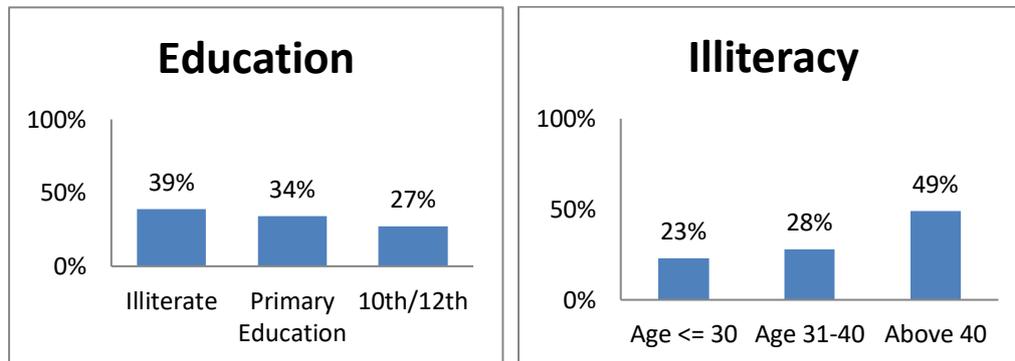


An interesting finding was that from the first group of less than 30 years:

- 87% of the young are working in their home locality and 13% are going away from home locality which is the highest among all age-groups.
- 65% are engaged in parttime work which is the highest among all age groups.
- 17% work for single household which is comparable to other age-groups. As this is the beginning phase of their work-life, part time work is at times a starting point.

Education

Majority of the respondents have a low level of education which was an assumption of the study and also reported by various other studies on Domestic Workers in Urban Cities across the country.

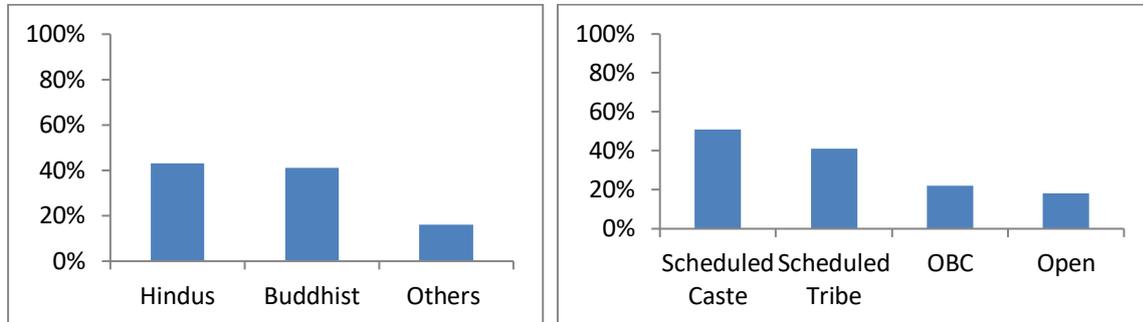


Although survey has been conducted in urban areas of different parts of Pune and Pimpri Chinchwad an alarming 39% of the respondents are illiterate with 2 Graduates at the other end of the spectrum. Surprisingly 23% of young women workers (Age < = 30) are illiterate despite living in urban areas, while 4% have studied upto HSC. This percentage compared to other age-groups is the lowest but still substantially high.

Of the sample two of our respondents were Graduates. One of them, Vrushali, a Graduate who used to work full time as a clerk in the SSC Board and had to give it up about three years ago as her son was in the tenth standard and was not doing well in his studies. She shared that the priority being her son's education she preferred working part time. She now works as a cook in two homes and earns Rs. 5,000 to 6,000 per month. She also supplies dabbas to two families @Rs. 150 each and makes a profit of about Rs. 4,000. She would like to explore the options of expanding her business of providing dabbas. Also she takes orders for making Chaklis and has an average order of Rs. 6-7kgs and earns a profit of Rs. 100 per kg. She has aspirations of building a full time catering business.

Religion and Castewise distribution

The respondents are a mixed group with a majority being Buddhists which is due to the selection of the two areas Yerwada and Dapodi which have a majority of Buddhist population.



Migration

Moghe's study in Pune notes that domestic workers migrate from "different and more underdeveloped parts of Maharashtra, particularly the drought and agrarian crisis-stricken areas of Marathwada and Vidharba" (Moghe 2013:64).

Though we have received a positive response for migration from 50% respondents, majority have been residing in the urban areas of Pune and Pimpri Chinchwad, for atleast a decade. They migrated either in search of better options for livelihoods or marriage except for a marginal 0.53% migrated to Pune in the last year. Of the upto 30 years age group all are urbanites with none having migrated. Following indicators on family income and assets and amenities endorse the same.

Monthly earning and family Income

The average monthly earning of full time respondent is Rs. 7110 and of part time respondent is Rs.5304. Average earning per month of all those surveyed is Rs. **6160.3**.

A very positive indicator is that the average family size of those surveyed is 4 and with 2 earning members in the family on an average. Majority of the nuclear families (58.82%) have monthly earnings between Rs.10000-20000. However, 27% of the families earn below Rs.10000 while 4.63% earn more than Rs.30000/- a month. 20% of the families earn between Rs.20000-30000

Basic Amenities and Assets

Basic amenities	Electricity meter	Community drinking water	Own tap	Bathroom	Toilet	Kitchen platform	Steel sink
Respondents	404 (7%)	107 (20.7%)	411(79.3%)	358 (69%)	343(66.2%)	355(68.5%)	205(39.6%)
Assets	T.V.	Mixer	Gas stove	Sewing machine	Bed	Smart phone	
Respondents	500 (90%)	501 (90%)	501 (90%)	64 (11.5%)	334 (60%)	149 26.8%)	
Own Vehicles	Four wheeler	Rickshaw	Two wheeler	Bicycle	No vehicle		
Respondents	1.3%	3.9%	48.1%	13.5%	38.1%		

About 50% families of domestic workers own a two wheeler while only 2.9% of them actually use it to commute to the working place. The rickshaws and four wheelers are generally used by the family as a source of income.

Nature of Domestic work and Role of Domestic Workers

Radha, from Dapodi, who is a young mother, in her late twenties, has two children studying in primary school. She works in two households in the vicinity and earns Rs.3,500 per month as she needs to get back in time to take care of her children once they are back from school. On holidays, they have an understanding in their community where some of the older women look out for these young children while their mothers are at work. Radha shared that she probably can earn more if she takes up more jobs but time being a constraint.

Type of worker	Type of work			
	Cleaning	Cooking and House keeping	Caring	Total
Full time	125 (46.9%)	97 (36.5%)	44 (16.6%)	266(47.4%)
Part time	164 (55.6%)	125 (42.4%)	6 (2.0%)	295(52.6%)
Total	289 (51.6%)	222 (39.5%)	50 (8.9%)	561

1. The study sample is a mix of Fulltime and Part time domestic workers with 47.42% work fulltime (8 hours or more) and 52.58% part-time worker. Most of the respondents shared that they get their jobs through references

Respondents	Friend/neighbour	Relative	Employer	Others
	54.4%	29%	7%	9.6%

2. The nature of Domestic Work is categorized in broad 3 categories: Cleaning, Cooking and Caring. With a majority, 51%, engaged in Cleaning jobs – sweeping, mopping, washing clothes and cleaning utensils, 40% Cooking and only 9% care for senior citizens or children.

Cleaning	Cooking	Caring
51%	40%	9%

Of these 58% women who are less than or 30 years are engaged in “Cleaning” jobs while 39% are in “Cooking + housekeeping” which compares reasonably with other age-groups. Only 3% are in “Caring” jobs which is the lowest across all groups.

3. Majority of the respondents work in their vicinity for an average of two households and a maximum of 2-3 hours. Distance to work analysis reveals that 89% of the domestic workers surveyed work in their home locality and only 11% venture out. Of these 2.85% use their own vehicles to reach work place, 19% use public transport and the rest walk to work.
4. Most domestic workers work for multiple employers which this further analysis indicates that 20.68% work for single household of which 12% work fulltime. Majority of women (61.85%) work for less than 5 households although there are 17.47% who work for 5 or more households.
5. The younger women in the late twenties to early thirties shared that since they have younger children and household responsibilities prefer to work for three-four hours. They also donot have anyone at home to take care of the children and thus cannot take up fulltime jobs.

Wages and increments

Wages for the domestic workers are negotiated by the employer and the employee based on the type of task performed, hours of work, their social status, skills and other factors like labour market

conditions i.e. demand for labour and supply of labour in a particular situation. There are continuous debates on determination of wages of domestic workers, like whether wage should be time rated or piece rated, in kind, hourly or weekly, part time or full time, based on the size of the house or persons in the household, overtime work and other related issues.

Following table shows the years of working, type of work and average monthly income as domestic worker.

Years of experience	Type of work and average monthly income						Total
	Cleaning		Cooking		Caring		
	Number	Monthly Income	Number	Monthly Income	Number	Monthly Income	
1-5	91	Rs. 4762	57	Rs. 6037	17	Rs. 6412	165 (29.5%)
6-10	72	Rs. 4990	60	Rs. 6636	17	Rs. 7528	149 (26.6%)
11-15	54	Rs. 6092	52	Rs. 7750	06	Rs. 8333	112 (19.9%)
15-20	36	Rs. 5541	23	Rs. 8108	03	Rs.11000	62 (11.0%)
20+	36	Rs. 5738	30	Rs. 7900	07	Rs. 5286	73 (13.0%)
Total	289		222		50		561

There is no noticeable increase seen in average monthly income as per the years of experience.

In this study, most of the domestic workers are paid between Rs. 500 – Rs. 600 per task (sweeping-mopping, washing dishes, washing clothes) while cooking fetches them an average of Rs.2,500 per month per household with no variation on the **size of the flats or the family size**.

Following table shows the rates existing in the respective areas

Aundh	Yerwada- Koregaon Park, Kalyani Nagar	Karvenagar	Sangvi – Wakad – Kalewadi	Dapodi - Khadki	Pimpri
Rs. 700- Rs.1,000	Rs. 700-Rs.1,000	Rs. 500-600,	Rs. 500-600, with those working for > 10 years Rs. 700	Rs. 500-600,	Rs. 500-600,

The lower limit is Rs.500 per task and the highest is Rs. 1000 per task.

Data Analysis indicates that only 9.63% receive increments every year while 33.16%, every 2-3 years. In addition 15.51% also receive increment on repeated requests which endorses the experiences shared by the women through Focus Group Discussions.

Savita, 35 years old and has studied upto the 9th standard works as a cook. She has been working for 10 years with only a Rs. 500 increment and currently earns Rs. 4,000 from two jobs. She wants to pick up more jobs but there is no availability and the current employers refuse to increase the salary. She doesnot feel that any training in multicusines will help as the employers donot have any such needs. The employers do help in times of need and gets in 2 holidays a month.

According to the majority of the domestic workers, discussions during focus group discussions were around wages and shared that generally the newer entrants are able to negotiate with their employers. The table above indicates that the ability of many employers to pay domestic workers

largely determines the wage rates in a particular area. This also provides an opportunity to domestic workers to negotiate at a local level for higher wages and better working conditions. However, this also creates differences among workers from different localities in the Pune and Pimpri Chinchwad with a lower rate across all areas in Pimpri Chinchwad.

In Dapodi the women shared that if they found out that there is a general rise in the wage in the vicinity, they are able to convince their employers too. Whereas in Kalewadi, Khadki, Wakad, Sangvi and Yerwada just a handful of women shared that they can negotiate – sometimes trying to ask for an increment has also rendered them jobless.

Working Conditions

Regular and on time Wages

22.10% domestic workers are paid on the 1st and 74.51%, before the 10th of every month which means 96.61% women are paid regularly before the 10th of every month. 3.39% shared that the employers pay only when reminded.

Extra Work

“There is no extra payment as there is not necessarily any extra work either.”, was the response from the women in Dapodi during the Focus Group Discussion. The respondents did not have a very clear idea of the extra work as the terms and conditions for domestic workers is not formally defined but it is a mutually agreed upon job description which leaves space for some flexibility too. For any extra work carried out by domestic workers, 10.16% are always paid whereas 58.11% get paid occasionally while a small percentage of 1.43% get never paid.

Additional Benefits

In addition 43.85% women get other benefits such as meals. Out of the 561 respondents, 8.2% get weekly off and 6.24% get fortnightly off while 70% take holidays when they need with a mutual discussion with their employers. Only 1.43% said that they do not get any holidays while 13.55% shared that they get it rarely.

Deductions for holidays

All the women said there are no fixed norms for holidays. It varied based on the employer and also for the duration for which the maid has been working. Analysis shows that 66.84% employers do not cut any pay for taking holidays, 24.42% deduct sometimes while only 8.73% deduct always.

Diwali Bonus

Majority of the respondents shared that they are eligible to get a bonus after working for the employer for atleast one year. Analysis indicates that 4.63% get cash bonus worth more than one month's pay and 65.78% get one month's salary. 16.40% of get bonus only in kind while 13.19% have not specified.

Rama from Dapodi works from 9am to 6pm at Wakad in a home where she looks after two young children. The mutual arrangement with the employer is that she gets paid @Rs. 360 per day and takes home approximately Rs.10,800 per month. When she takes time off her salary is deducted and she also get a small bonus amount. She is very satisfied with her job.

From Pimpri and Chinchwad areas, during the focus group discussions, women shared that bonus is not necessarily full month's salary, some of them get half months salary and/or a saree. Women employed in Wakad and Kalewadi do not get bonus as this a norm followed by a majority of the employers. Also in Yerwada and Karvenagar, in some cases, the employers discontinue the maids before completion of a year so that they donot have to give bonus.

Financial and Credit Needs

In times of financial need, 68.81% of the domestic workers reach out to their employers who are very helpful, 8.73% provide help occasionally but 22.46% of domestic workers said their employers never give advance. As a majority of our respondents are SHG members, their credit needs are generally met through the SHG and hence they are not dependent on their employers as their only source to meet their credit needs.

Laxmi, in her early fifties, has been working with a family for the last 20 years and earns Rs.5,000 per month. When she was widowed at an early age and her employer helped her by lending her Rs.10,000 when her husband passed away. Her employer told her that she could repay the money according to her convenience. The employers family continued to take care of her and her two young daughters. They have also helped her during her daughters' weddings and have also taken care of the hospital costs during her cataract surgery. They treat her like their own family member and she enjoys her work which is never a drudgery.

During the focus group discussions, they shared that they do get an advance from the employers but get a maximum of 2,000-3,000 and that too after being questioned on the reason for borrowing. The "Good Employers" also give them a advance upto Rs.5,000. Women shared that the influx of a large number of new maids especially in Kalyani Nagar has made the employers wary of giving advances. Some of them who have been working with the same household for ten+ years shared that the monetry help that they have needed during their various life cycle needs like education, marriage, emergencies like illness and death have been provided by the employers as loans. A small percentage also shared that later the employers have been kind enough to have waived off these advances.

Relationship with the employers

Generally the women share a good relationship with their employers where they can share their joys and problems with them. Other than the wages, the terms and conditions are not defined and the tasks undertaken are through mutual understanding.

During the focus group discussions, women shared that with no bonus, no regular increment or payment for extra work they continue to work as no other suitable jobs are available in the vicinity. Some of them shared that they get paid Rs.500 or get a sari or some gifts in kind which are not necessarily of good quality for Diwali.

In certain areas, women shared that they are not given any tea/food by the employers whilst some said that they are served in separate utensils, which have been noted by other studies also. Casteist attitudes prevail in many of the employer's houses, where separate glass and plate is kept for the domestic workers. They are not allowed to enter the pooja room, nor drink filter water, nor use the toilet, which they themselves clean! (ref.9)

Women who have been working with the same household for ten+ years had encouraging experiences to share, as many of them are now treated well by the employers and their families. All their major medical expenses and the monetary help in their times of need, like a death in the family, illness, education and marriage have been provided by the employers as loans. Some kind employers have also waived away a part of their loans.

Suman, 65, who was widowed in her late forties has been working as housemaid in an average of 4-5 households for the last 40 years in Aundh. After her husband's death it was her employers who supported her in educating and settling her children. The two employers whom she has been working with for the last 35+ years have been supporting her through her daughters' weddings and also in her times of need. Suman shares that her employers treat her like their own family member and share their problems with her too. Suman feels that they have together been a strong support to each other through their changing phases of life first as young mothers, bringing up adolescent children, getting them married and now as grandmothers too!

Skill-sets for enhancement of income and need for training

This need of skill enhancement as identified by the various experts was shared with the respondents. During the focus group discussions the women were asked about the training needs for multi-cuisines like Chinese, Italian, baking, etc, housekeeping, operating appliances like washing machines, ovens, microwave ovens and vacuum cleaners and their views are summarised below:

- The respondents shared that those working in cleaning jobs get paid less than the cooks. One of the requirements of getting a job as a cook these days is that they should be able to cook all the vegetables and also "Salads and soups". This becomes a deterrent for many of them to switch jobs from cleaning to cooking.
- The women who are cooks said that they would like to learn multi-cuisines but would not let their employers know as they would not get paid extra.
- Also regarding the appliances, the women shared that it is generally the employers who train them.

Sushma and Ashwini, two sisters who have completed their basic schooling have been working as domestic workers since the age of 16. Ashwini, who got odd jobs in cleaning and has continued to work in 4-5 households earning Rs. 6,000 with a minimal increment. Sushma also worked in 3 households and an office doing cleaning jobs earning Rs.5,000. One fine day opportunity knocked her door and she got to work in one household where the employer trained her to cook basic food moving on to making ginger-garlic pastes, chutneys, pizza-pasta sauces. Sushma also learnt to operate the appliances which became an added advantage. She quit her other cleaning jobs and moved on to cooking for 3 families earning about Rs. 12,000 now and is indispensable and gets an increment every year. Also with this enhanced income she has been able to educate her two boys and also uses regular savings instruments like Recurring and Fixed Deposits. She has also managed to get out of the vicious circle of moneylenders to whom she would earlier turn to in her times of need.

Regulatory Framework

Based on this background, a question on Regulatory Frameworks was a part of the questionnaire and also the Focus Group Discussions and the same is summarised below:

- Only 11% of the women said they heard about legal framework but 70.94% said they want to be covered under legal framework and there was no response from the remaining workers
- Cent percent of respondents were not aware about any acts/legislation of their protection of wages. Similarly, the respondents were not aware about any scheme/programs for the welfare of female domestic workers. (ref.2)
- Majority shared that there should be some regulatory act but don't really understand how it would help.
- In their current situation the respondents shared that they generally negotiate with the employers – hours of work, jobs to be done, timings, holidays, bonus and salary.
- This though informal is a mutually agreed upon arrangement which has been working well with the added advantage of some flexibility.
- What they fear is that a regulatory framework might not be suitable as there are no fixed norms for the relationship that the domestic workers share with their employers.
- As there is a availability of new and cheap fulltime labour, both men and women migrating from the North East and Nepal to Pune, the local domestic workers feel threatened and fear loss of jobs.

8. Conclusions

Data Analysis and Focus Group Discussions indicate that the domestic work and the wages are based on the informal negotiations between the employer and employee with no job security. The benefits mainly depend on the will and mercy of the employer. It is not necessarily by choice that these women have undertaken the jobs that they are engaged in but driven by various constraints and lack of suitable opportunities.

The study also reveals the lack of awareness about legal frameworks and its importance. They cannot visualise the benefits and advantages they will be able to avail after proper legislation.

By and large the study shows that majority of the domestic workers are happy and satisfied with their working conditions as this complements their role as a primary care giver. They have also shared that they are respected for the jobs they do and also share a good relationship with their employers. There are stray cases that expressed dissatisfaction but owing to non-availability of other jobs continue to work. Issues such as sexual harassment, caste discrimination and migration have not been reported in the survey forms or any of the Focus Group Discussions conducted.

9. Way Forward

Globalization is leading to the increased participation of women in various sector of the economy especially in informal sector of the employment. Domestic work is one of the crucial areas where demand for women domestic workers is continuously on the rise in Indian cities.

Some key points:

- The growing significance of domestic work in paid employment in India should get proper recognition and dignity to the work and decent conditions.
- The domestic work is a highly personalized nature of work with informal relations and difficulty of monitoring conditions
- In certain cases such work takes place under extremely vulnerable and oppressive conditions with low wages, insecure workplace, no legislative protection, no job security and lack of social security provisions

Issues such as sexual harassment, caste discrimination and migration, blames for damage or loss etc. have not been covered in the present study. To get further insights, it is necessary to work on larger sample covering all the issues which affect domestic workers to continue their work with proper wages and without hurdles and harassment.

10. References

1. **International Journal Of Multidisciplinary Advanced Research Trends Issn : 2349-7408 Volume Ii, Issue Iv, May 2015 - 42**
Domestic Women Workers In India – A Case Study Of Karimnagar District- Fatima Sultana Begum Post Graduate Teacher, Telangana Model School & Junior College, Shankarapatnam, Karimnagar, Telangana State
2. Journal of Sociology and Social Work
December 2016, Vol. 4, No. 2, pp. 110-117
ISSN: 2333-5807 (Print), 2333-5815 (Online)
Copyright © The Author(s). All Rights Reserved.
Published by American Research Institute for Policy Development
DOI: 10.15640/jssw.v4n2a11
URL: <https://doi.org/10.15640/jssw.v4n2a11>
Condition & Problems of Female Domestic Workers (With Special Reference to L.D.A. Colony in Lucknow City, India)
Rufina Augustine¹ & Dr. Rupesh Kumar Singh²
3. WIEGO Law Pilot Project, Consultation on Fish Workers and Domestic Workers, Bangalore August 23,2008
4. Issues of domestic workers in India----ndwm.org
5. Domestic workers in India: Background and Issues by Shrayana Bhattacharya,ISST and Shalini Sinha,WIEGO India Law project, Paper submitted to ILO,2009
6. www.thehindu.com, The Hindu, New Delhi, Ground realities of domestic workers-Meena Menon,updated Oct.2016
7. in.one.un.org/page/rights for domestic workers- article by Dr. Jayati Ghosh
8. IRA-International Journal of Management & Social Sciences ISSN 2455-2267; Vol.03, Issue 03 (2016) Institute of Research Advances <http://research-advances.org/index.php/RAJMSS>
9. Sociological Study of Women Domestic Workers in Bangalore City
Dr. N. Parameshwara Director of Admin, New Vision Foundation for Safai Karmacharies, Service, Resource and Research, # 63/94, 4th Main, JagajeevanRam Nagara (South) Bengaluru-560018, India.
DOI: <http://dx.doi.org/10.21013/jmss.v3.n3.p21> --How to cite this paper: Parameshwara, N. (2016). Sociological Study of Women Domestic Workers in Bangalore City. IRA-International Journal of Management & Social Sciences (ISSN 2455-2267), 3(3).
doi:<http://dx.doi.org/10.21013/jmss.v3.n3.p21>
10. WIEGO-definition and statistics